

Texas Department of Licensing and Regulation  
May 16, 2012

This document provides a guide to utilizing the Texas Department of Licensing and Regulation (TDLR) Tow Truck Operator Certification login page.

Web page location: <http://www.license.state.tx.us/TowTruckOC/TTOClogin.aspx>

### **Overview**

This login page is used to provide access to the TDLR page allowing adding, searching and modification of Tow Truck Operator Certification (TTOC) passing examination results.

Only Data Providers authorized by the TDLR may have access to these pages.

Each Data Provider organization will have its own unique Data Provider Number and Personal Identification Number (PIN).

### **Periods of unavailability**

Use of the TTOC data entry page is subject to periods of unavailability. This unavailability comes about due to regular daily processing cycles, regular maintenance periods and unforeseen circumstances which require this or related systems are down for maintenance.

Generally, the web page will be available from 7:00a – 5:30p each day.

A message indicating if the system is currently unavailable – or when the next scheduled system unavailability is – appears in green on the login page under the page title, “Texas Tow Truck Operator Certification”. If the system is unavailable when you access the login page, you will not see the Data Provider Number and PIN data entry fields.

A login session started before an unavailability period but attempting data entry after an unavailability period starts will not be able to complete transactions.

## The login page

This page is used to verify authorization to access the Texas Tow Truck Operator Certification search/update page.

### Login page example

The screenshot shows a web browser window titled "TTOC Login - Windows Internet Explorer". The address bar displays "http://www.license.state.tx.us/TowTruckOC/TTOCLogin.aspx". The page features the TDLR logo and the text "Texas Department of Licensing and Regulation" at the top. A header bar contains contact information: "P.O. Box 12157 Austin, Texas 78711" and "800-803-9202 / TDD: 800-735-2989". The main heading is "Texas Tow Truck Operator Certification Login", with an "FAQ" link in the upper right. A green message states: "The system is available. Next scheduled outage is 5/18/2012 7:30:00 PM to 5/18/2012 12:00:00 AM." Below this, a red message reads: "The purpose of this page is to record and maintain Tow Truck Operator Certification (TTOC) data. You are not authorized to use this page unless you are a representative of a TTOC Data Provider." The "Please Login" section includes two input fields: "Tow Truck Operator Certification Data Provider Number" and "TDLR-assigned Personal Identification Number (PIN)", followed by a "LOGIN" button. The footer contains a yellow bar with links: "Privacy and Security Policy", "Accessibility", "Open Records Policy", "Link Policy", "Compact with Texans", "Texas Online", "TRAIL Search", "Texas Homeland Security", "Links", and "Where the Money Goes".

### Login page features and organization

<b>FAQ link</b>	In the upper right-hand corner of the page is a Frequently Asked Questions (FAQ) link. This link will provide answers to common questions and information about the TTOC web pages. This page should be consulted before engaging any TDLR personnel with questions via email or phone.
<b>System availability message</b>	This message appears in green under the web page title and indicates if the system is unavailable or when the next period of unavailability will occur. Fuller discussion of this topic can be found in the ' <b>Periods of unavailability</b> ' section of this document.

<b>Statement of page purpose</b>	This paragraph indicates the purpose of the web page and notes that only authorized users should avail themselves of it.
<b>Data Provider Number field</b>	Authorized providers of certifying data should enter their TDLR-assigned value in the Tow Truck Operator Certification Data Provider Number field.
<b>PIN field</b>	Authorized providers of certifying data should enter their TDLR-assigned value in the Personal Identification Number (PIN) field.
<b>Login button</b>	Once the user has entered their Data Provider Number and PIN, the Login button is clicked to complete the process of accessing the data entry page. Invalid or no values entered will result in messages to the side of the field or above the Login button.

\*\*\* End of Document \*\*\*